

AMENDED IN ASSEMBLY JUNE 23, 1998

AMENDED IN SENATE APRIL 14, 1998

SENATE BILL

No. 1948

Introduced by Senator Sher

(Coauthors: Assembly Members Figueroa and Martinez)

February 19, 1998

An act to add Section 12921.15 to the Insurance Code, relating to the Insurance Commissioner.

LEGISLATIVE COUNSEL'S DIGEST

SB 1948, as amended, Sher. Insurance Commissioner: duties.

Existing law requires the Insurance Commissioner to establish a program to investigate and respond to certain complaints and inquiries from members of the public. Existing law requires the program to include guidelines to disseminate complaint and enforcement information on individual insurers to the public, as specified.

This bill would require the commissioner, on or before July 1, 1999, to prepare a written report, to be made available *by mail* by the Department of Insurance to interested individuals upon written request, and through the department's consumer toll-free telephone number and through the Internet website and transmitted via electronic mail if the individual has the ability to obtain the report in this manner, that details complaint and enforcement information on individual insurers in accordance with those guidelines. This bill would require that no complaint information shall be

included in this report that has not first been provided to the insurer, as specified.

Vote: majority. Appropriation: no. Fiscal committee: yes. State-mandated local program: no.

The people of the State of California do enact as follows:

1 SECTION 1. Section 12921.15 is added to the
2 Insurance Code, to read:
3 12921.15. On or before July 1, 1999, the commissioner
4 shall prepare a written report, to be made available by the
5 department to interested individuals upon written
6 request, that details complaint and enforcement
7 information on individual insurers in accordance with
8 guidelines established under paragraph (5) of subdivision
9 (a) of Section 12921.1. The report shall be made available
10 by mail through the department's consumer toll-free
11 telephone number and through the department's
12 Internet website and transmitted via electronic mail if
13 the individual has the ability to obtain the report in this
14 manner. No complaint information shall be included in
15 the report required by this section that has not been
16 provided to the insurer in accordance with subdivision
17 (c) of Section 12921.1.

